

Department of the Treasury
IRS Training and Performance Development Umbrella Contract
Star Mountain, Inc. – Service Area 3 & Service Area 4

Service Area 3 – Creation of Specific Courses, Curricula, and Performance Development Materials:

Star Mountain, Inc. has over ten years of experience in developing and delivering training as our core line of business. Star Mountain is very familiar with Corporate Education's development model, "Training and Development Quality Assurance System" (TDQAS) through on-going contracts with Corporate Education professional development programs. Star Mountain is certified by the Office of Personnel Management's (OPM's) Training Management Assistance Organization as qualified in Instructional Systems Development (ISD), a sister development model to TDQAS. We use these models to design and develop effective and efficient training.

Star Mountain annually develops hundreds of hours of customer courseware for dozens of Federal Agencies. Star Mountain responds to customer requirements and presents courseware using both group (i.e., classroom) and independent learning methods and paper, video, and computer delivery technologies. We are proficient in developing training via electronic technology, such as computer-based training (CBT), multimedia training, interactive videodisks (IVD), two-dimensional simulation training, and Internet/Intranet training. Star Mountain offers pilot testing and train-the-trainer instruction for many courses, and we provide training delivery with highly qualified instructors. Star Mountain has developed an in-depth understanding of the IRS Corporate Education structure, including its schools, departments, institutes, offices, and field operations during our long-term association as an IRS Corporate Education contractor.

Through our current involvement in contracts supporting the IRS, we understand the organizational climate; the relationships of the employees, management and union; as well as the means IRS uses to implement new programs. Star Mountain is already working in the TDQAS model, accomplishing assessment and analysis with full attention to the delivery of an enhanced learning experience. Our knowledge of how to prepare the best in instructional materials, matching the needs of an endless variety of situations, has made us the first company people call for help. We have a strong history of putting in place the most effective performance support systems and materials. Much of our work has been adopted at the highest levels of government organizations and been spread out to the farthest sites of the agency for use by all their employees.

We deliver instruction or help our client's instructors to deliver it. We enjoy a full partner relationship with all our clients' instructors, providing technical support well beyond the initial delivery of materials. We pride ourselves on being both high-tech and high-personal. This is critical to ensure timely updates to technical courses such as tax law, expanded surveys, and assessments of performance as knowledge requirements change. Star Mountain follows the Kirkpatrick model of evaluation, implementing it for determination of results at Levels 1 through 4. Choosing Star Mountain to lead the instructional/performance development training is the right choice and will help keep IRS on track.

Service Area 4: Counseling Support for Performance Development

Star Mountain, Inc., has developed career-related training for over 10 years for over 100 Federal Agencies, so its evolution into career counseling and transition services was a natural outgrowth. Star Mountain developed its Federal career counseling and transition capabilities out of work with the Department of Defense's (DoD) Base Realignment and Closure (BRAC) process.

Star Mountain formed a separate division exclusively to help Federal employees make important career decisions and find new jobs that matched their skill sets and experience. Star Mountain won the second largest career counseling and transition contract in the Federal Government--with the Department of Energy (DOE). We are now in the second year of implementing career counseling services for in excess of 31,000 people at more than 30 U.S. DOE sites. Also, Star Mountain recently won a career counseling contract with the OPM which has not yet begun. The services Star Mountain provides to other Agencies include: self-assessment; knowledge, skills, and abilities (KSAs) assessment; job interest and aptitude inventories; individual and group counseling; career-related workshops, training, and associated materials on resume writing, job search strategies and techniques, interview techniques, negotiation, compensation and benefits, retirement, financial and stress management, job development, job and training fairs, and referrals to other organizations. We also offer analyses; skills, RIF, supervisor, and change management training; and statistical data from a tracking database to measure our performance.

As an instrumental part of the prototype phase and the on-going implementation roll-out of the Performance Development System (PDS), Star Mountain has gained a great deal of experience with the IRS and their Performance Development Counselors currently working at Service Centers and District Offices around the country. We understand the evolution of the PDS from its inception to its present use within the IRS, including its role to support the agency's move to a competency-based organization from a job/task-based organization and the changing role of counselors as they transition from career counselors to Performance Development Counselors. The importance of this knowledge and experience is invaluable since the PDS is the foundation upon which successful counseling in the IRS is occurring. In addition to our knowledge of the entire PDS process and concept, Star Mountain is thoroughly familiar with system-specific tools, such as the Individual Competency Assessment Profile (ICAP) and the Customer Service Technical Readiness Assessment (CSTRA), which are designed to assess Customer Service Representative (CSR) general and technical competencies. In fact, Star Mountain has personnel who are certified to administer these instruments. Currently, these personnel provide clarification and results interpretation when IRS Performance Development Counselors have questions on individual and/or organizational results interpretation.

Star Mountain, Inc. has 10 years of experience in providing career and performance development counseling services and products to a variety of Federal Agencies. Our counselors are among the most experienced in the business and have rapidly gained a reputation of providing outstanding customer service to our clients. This experience as counselors with other Federal Agencies, as well as our experience providing support to the IRS PDS makes Star Mountain an ideal candidate to continue providing Performance Development Counseling support for the IRS TPD contract.